

Obtaining Medical Care While on R&R in Germany – Your TRICARE Benefit

The following is provided as general information about obtaining medical care for soldiers who are on “rest and recuperation” in Germany for a short time. Your medical care needs will be taken care of by either going to the nearest military hospital/clinic or by using a German clinic, doctor, pharmacy, etc. The information below tells you what your options are and what steps to take.

Need Answers? First of all, if you need any help or have any questions about getting medical care while in Germany, please call one of the phone numbers on the back of this information paper. These phone numbers are staffed during normal duty hours Monday thru Friday, except the Central TRICARE Service Center (see bottom of phone listing, which is staffed until 2100 hours Monday thru Friday).

Emergency and Urgent Medical Care. Most importantly....do not delay in getting emergency or urgent medical care. You do not need anyone to authorize or approve emergency or urgent medical care. If you need an ambulance while in Germany, dial 112---there's no charge for the call and you can ask for an English-speaking person.

Routine Medical Care. For routine medical care, go to the nearest military hospital or clinic. If you are not sure where the nearest one is, you can call any of the TRICARE Service Centers on the back of this information paper and the representative will help you locate the nearest military medical facility and/or give you the phone number for their central appointments.

Important: Do not go to a German doctor or clinic for routine medical care unless it has been authorized. Preauthorization is required for any non-emergency civilian care received overseas.

Paying for Your Medical Care While in Germany.

- Military medical facility: No charge.
- Civilian (German) medical facility or doctor: In many cases, you may be expected to pay for civilian medical care at the time you receive it. If you must pay up front or “out-of-pocket” for civilian medical care, you can then file a claim with the TRICARE claims processor in the region where you are enrolled. You will be reimbursed! If you are provided with a medical bill that is beyond your means to pay at the time, please call one of the representatives on the back of this information paper so they can work with the medical provider on an acceptable alternative. Claim forms are available at all military clinics and on-line at the TRICARE Europe website (www.europe.tricare.osd.mil).

Reserve Component Personnel. All reserve personnel on active duty more than 30 days should have been enrolled in TRICARE at their mobilization site. This is extremely important to ensure that there are no problems in paying or getting reimbursed for required civilian medical care. Call one of our representatives on the back of this sheet if you need help with your enrollment.

Important Phone Numbers for Healthcare Information

Hospital/Clinic	Beneficiary Counselor	DSN PHONE	COMMERCIAL PHONE
Babenhausen HC	Mr. Patrick Bishop	348-3574/3313	06073-38-574/313
Bad Aibling Clinic	Ms. Sabine McLaughlin	441-3841	08061-803841
Bamberg HC	Ms. Michaela Blanton	469-7897	0951-300-7897
Baumholder HC	Ms. Gabi Martini	485-6205	06783-6-6205
Buedingen HC	Ms. Eva Fish	321-4789/4717	06042-80-789
Butzbach HC	Mr. James Jordan	345-4043	06033-81-4043
Butzbach HC	Ms. Monika Johnson	345-4043	06033-81-4043
Darmstadt HC	Ms. Eleonore Henley	348-7380	06151-69-7380
Dexheim HC	Mr. Juergen Bos	334-5956	06133-69-956
Friedberg HC	Mr. Darryl Johnson	324-3112	06031-81-3112
Giebelstadt HC	Ms. Monica Page	314-350-3873	0931-804-3873
Giebelstadt HC	Mr. Thomas Hartwich	314-350-3732	0931-804-3732
Grafenwoehr HC	Ms. Erika Walberer-Reiss	475-7424	09641-837424
Hanau HC	Mr. Reginald Underwood	328-6598	06181-88-6598
Heidelberg MEDDAC	Mrs. Irene Chatman	371-2959	06221-17-2959
Heidelberg MEDDAC	Ms. Andrea Carle	371-2362	06221-17-2362
Heidelberg MEDDAC	Ms. Elfinesh Worku-Berhane	371-2363	06221-17-2363
Hohenfels HC	Ms. Hella Raaymakers	466-4538	09472-83-4538
Illesheim HC	Ms. Irene Olsen	467-4512	09841-83-512
Katterbach HC	Ms. Barbara Williams	467-2619	09802-832619
Kitzingen HC	Ms. Sylvia Hellmen	355-8415	09321-3058415
Landstuhl RMC	Ms. Ursula Straub	486-6375	06371-86-6375
Livorno HC	Ms. Micaela Ballucchi	633-7883	39-050-54-7883
Mannheim HC	Mr. Richard Preheim	380-4708	0621-730-4708
NATO Brussels HC	Ms. Rebecca Mullins	368-9503	32-2-717-9503
Schweinfurt HC	Ms. Edith Henderson	354-6638	09721-966638
Schweinfurt HC	Ms. Irma Wolf	354-6638	09721-966638
SHAPE HC	Ms. Denise Labbe	423-5974	32-65-44-5974
Stuttgart	Ms. Bridget Schaff	430-8514	0711-680-8514
Vicenza HC	Ms. Elisabetta Vidale	634-8304	39-0444-518304
Vilseck HC	Ms. Renate Dix	476-2000/2013	09662-832000/2013
Wiesbaden HC	Mr. Lou Parker	337-5248	0611-705-5248
Wiesbaden HC	Ms. Elizabeth Dokie	337-5070	0611-705-5070
Wuerzburg MEDDAC	Ms. Monica Page	350-3873	0931-804-3873
Wuerzburg MEDDAC	Mr. Thomas Hartwich	350-3732	0931-804-3732

If you don't know who or where to call, please call our Central Service Center:

Central TRICARE Service Center	Staffed from 0900 to 2100 (Monday thru Friday)	496-7433/6320	06302-67-7433/6320
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MILITARY EMERGENCY ROOMS

Landstuhl Reg Med Ctr
DSN 486-8160
Civ 06371-86-8160

Heidelberg Hospital
DSN 371-2891
Toll Free 0800-1001397

Wuerzburg Hospital
DSN 350-3400/3877
Civ 0931-804-3400/3877

Rhein-Main Clinic Information

Hours of Operation Mon thru Fri (0730-1630)

Appointment Line: DSN 330-4200 or Civ 069-69-699-4200

Sickcall: Note that there is no walk in Sick Call. It is offered on an appointment basis only.

Front desk: DSN 330-4230 or Civ 069-69-699-4200

TRICARE Svc Ctr: DSN 330-4265 or Civ 069-69-699-4265

Dental Clinic: DSN: 330-4291 or Civ 069-699-4291

Emergency Care After Hours in the Rhein-Main Area

Flughafen Klinik: 069- 690-667671

This German Clinic is located at Terminal 1 of the Frankfurt Airport.